



CT Customized Employment (CE) Services

In Connecticut, Customized Employment (CE) is an interagency service offered by both the Departments of Aging & Disability Services (ADS) and Developmental Services (DDS). CE is a highly structured, intensive process with comprehensive and specific deliverables required to ensure integrity in line with national best practices. The service is offered in three phases: Job Discovery; Job Development, Negotiation, & Placement; and Post-Employment Supports. Customized Employment is a time-limited service with the goal of ending with a competitive integrated employment (CIE) position for the job seeker.

Customized Employment is an individualized service model intended to include the jobs seeker in all phases of the service that the job seeker is willing and capable to participate. The entire CE process is job seeker driven.

Job Discovery

In Job Discovery, the CE Certified staff spends time with the job seeker to identify strengths, abilities, and interests. The backbone of Job Discovery is identifying the job seeker's network or circle such as family members, friends, community members, former provider agencies, and present and past colleagues. Another crucial component of Discovery is gaining an understanding of the individual's benefits and the amount of family and financial supports available to the job seeker in their goal of CIE. CE Certified Staff should also identify known or potential worksite strategies or accommodations that may be necessary when employment is negotiated.

Connecticut reimburses 30 hours of CE Job Discovery. Rates are based on the ***national average*** of 30-35 hours with a *possible* timespan of 5-7 weeks at *approximately* 5 hours per week. The process and time spent with each CE job seeker is individualized based upon the unique demographics and previous exposure to employment.

[The Essential Elements of Customized Employment for Universal Application](#)
[List of Core Discovery Practice Activities](#)

Job Development, Negotiation, & Placement

In Job Development, Negotiation, & Placement the CE Certified Staff member contacts prospective employers to help develop a customized job in a competitive integrated environment. Whenever possible, the job seeker should be included in tandem with the CE Certified staff when approaching the employer. The Customized Employment process is job seeker driven. The entire process is done collaboratively with the individual and the employer to negotiate a customized job and placement. In an ideal scenario, you might have 20 potential businesses that could be contacted for a walk through, informational interviews etc.

The goal of this phase is to connect with as many potential employers as feasible with the job seeker. The more businesses visited the more potential job negotiation possibilities are identified. One of the deliverables for this phase of service is completion of the CE Job Negotiation & Development Contact Log. In this document, the CE Certified staff member will log all their contact with potential employers.

Post-Employment Supports

The final phase of CE is Post-Employment Supports which consists of job coaching and extended services. Once an individual is placed in a position, job coaching and supports will be used to help stabilization and retention. This includes monitoring, maintaining, renegotiating, and supporting problem resolution.

The Discovery Report and CE Plan are expected to identify potential need for Post-Employment supports as well as the strategies or approach to support both prior to the job development phase and during. Post-Employment Supports (Job coaching) is available for CE job seekers following placement and/or as indicated in the CE Plan established as Discovery is completed and movement into the Job Development phase begins.

Deliverables for CE Services:

Discovery

1. CE Discovery Report
 2. CE Plan Development Summary
 3. Visual Resume **Substitutions may be allowed on a case by case basis*
-

Job Development, Negotiation, & Placement:

1. CE Job Development Contact Log
 2. CE Job Development, Negotiation, & Placement Report
 3. CE Job Placement Specification Report
 4. CE Job Placement Job Retention Report Part 1: 90-Day
-

Post-Employment Supports: **(Transition period to ISE/Natural Supports)*

ADS Job Seeker:

1. CE – Job Coaching Report (Monthly)

ADS Job Seeker requiring SE Services

1. CE – Job Coaching Report (Monthly)
2. Transition to Extended Services Provider

DDS Job Seeker/Joint ADS-DDS Job Seeker requiring SE Services

1. CE Job Placement Job Retention Part 2: 6 -Month